

# DCS Deskside Support Customer Satisfaction Report

For the Period 10/1/2004 to 9/30/2005

Survey Responses for Tickets Closed by DCS Deskside Support.

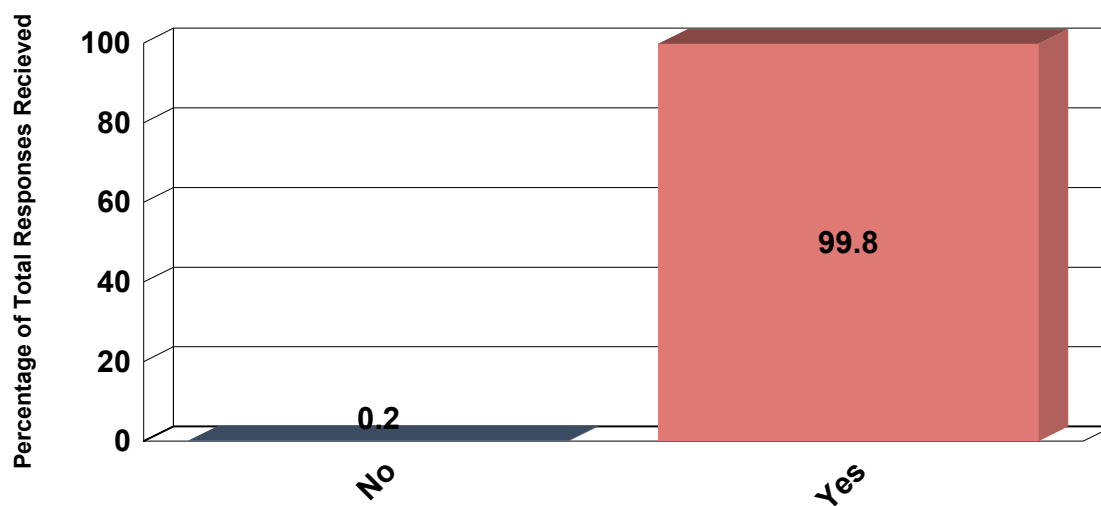
Snapshot Date: 10/3/2005

Number of Surveys Sent During Period: 5,244

Number of Surveys Returned: 523

Rate of Return: 9.90 %

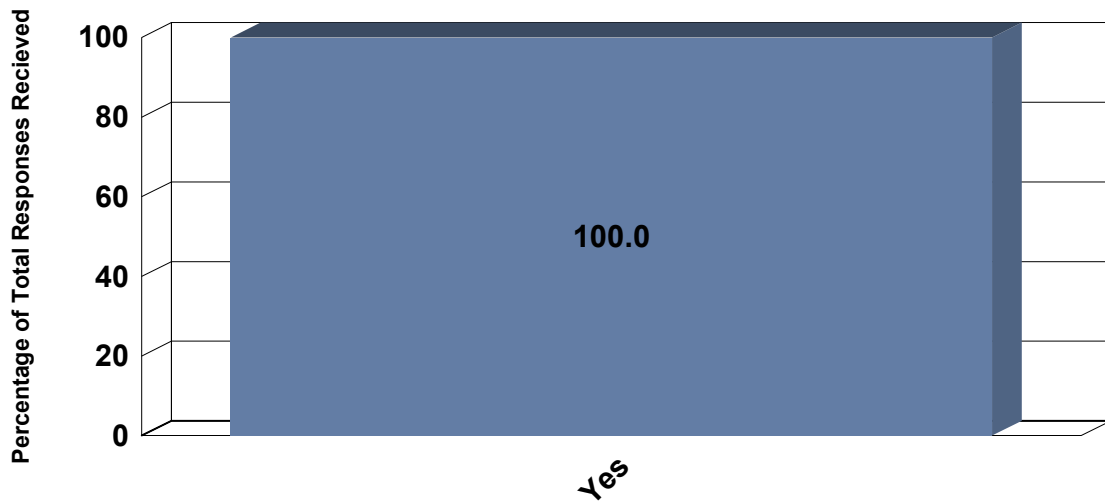
## Were the Consultant(s) Courteous?



Service Ticket Number

Explanation of Why Consultant(s) Were Not Courteous

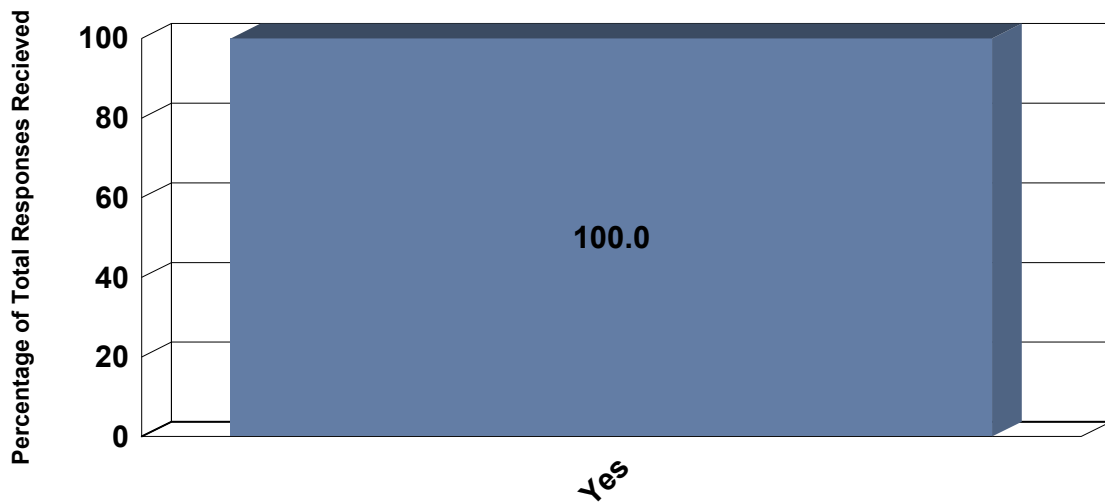
## Did the Consultant(s) Understand the Problem/Request?



Service Ticket Number

Explanation of Why Consultant Did Not Understand the Problem/Request

## Was the Problem/Request Resolved in a Timely Manner?



Service Ticket Number

Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?

---

**Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?**

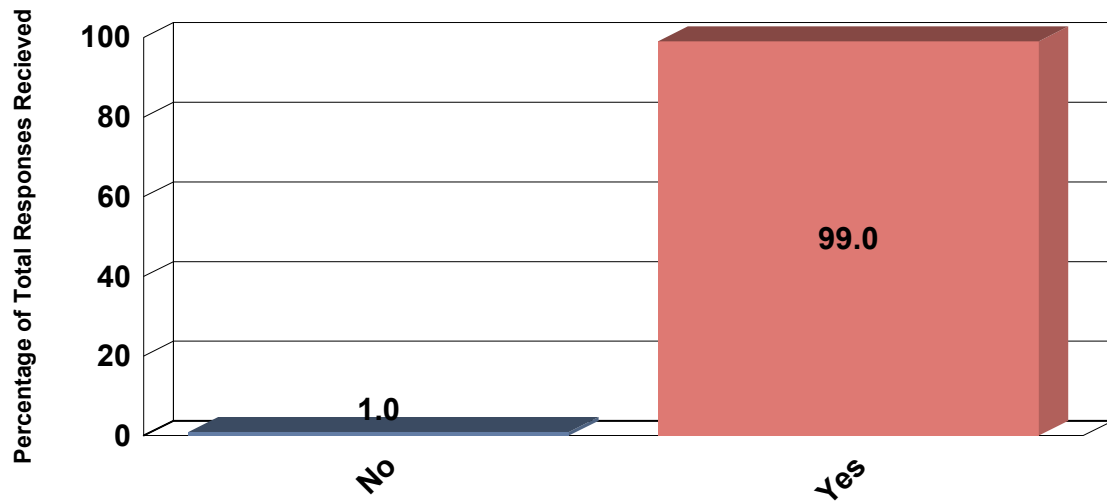


Service Ticket Number

Which Consultant(s) Was Not Effective?

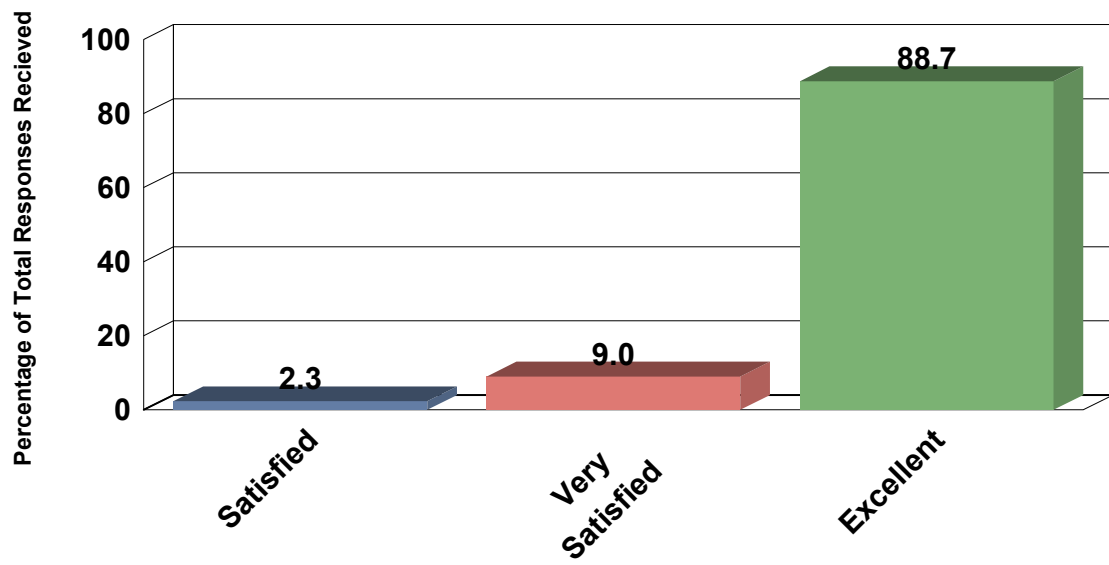
---

## Was the Problem/Request Resolved to Your Satisfaction?



Service Ticket Number	Would You Like to Reopen Your Service Ticket?
ST1421200	No
ST1720151	No
ST1293261	No
ST1647120	No
ST1723362	No

## How Would You Rate Your Overall Customer Experience?



Service Ticket Number	Comments/Suggestions
ST1422300	Keep up the good work.
ST1456189	Pam did a great job.
ST1399271	Excellent Job...
ST1512132	Scott May was very prompt and friendly and successfully solved the problem
ST1571835	A+
ST1747756	Thank you very much for all supports.
ST1695409	Thank you for the good work! I was out for a few days, so I was not aware that my machines were affected, but your technician contacted me upon my arrival to clean my machines.
ST1641184	Cusstomer service was superb s usual. I have already begun to utilize this service. Thanks to Pam for another excellent completion.
ST1703525	Pam you are still the best! -mg
ST1692875	The Customer Survey should be sent as a separate item. It is currently included in TASC mail that begins 'DO NOT REPLY TO THIS EMAIL' and I usually just delete the mail without realizing the survey is included. Thanks.
ST1698719	Keep up the great work!!
ST1608990	Ron Parrish and Allen Duong are excellent
ST1576425	many thanks to Jossy, she delayed her lunch to help me out with getting the projector up and running for a meeting.
ST1739518	Great job.
ST1596982	Pam has always been superb anytime I've needed help at the Help Desk.
ST1462940	PAm provides great support
ST1506529	quick service -- even though I had checked all connections, etc., I had NOT gotten around to rebooting PC! Thanks to Scott for a quick simple fix.

ST1728937	As usual, my experience with NIH Help Desk support has been outstanding. Josephine Vila was very responsive and professional
ST1537787	He provided timely help that did the trick -- and went beyond what was expected. Very nice of him.
ST1666999	Scott did an excellent job.
ST1586499	Scott did an excellent job.
ST1535232	Did a great job! very pleased.
ST1677078	Pam went above and beyond!
ST1594145	Keep up the excellent work!!
ST1490343	EJ was very courteous and flexible, working around my unpredictable work schedule. Thank you for the excellent service.
ST1723376	I truly appreciate the way that you guys come through for us. Thanks
ST1708506	Excellent and very professional service. Thank you.
ST1485116	Excellent service. I left the area for a few minutes to service my customer and by the time I returned the system was ready to be put back on the network. The result for me was no loss of productivity. Thanks -Clay
ST1326928	The consultant was very knowledgeable and very responsive to my needs. He has excellent customer relationship skills. Came right in and got right on the job at hand. His work is to be complimented
ST1745023	Prompt and efficient as always! Thanks Pam!
ST1694808	We are very lucky to work with Karen.
ST1480485	Karen and Etienne do a terrific job. Excellent service
ST1747202	As always Pam resolved the issue very quickly. Thanks.
ST1550134	Total satisfaction related to all computer/network repairs...Thanks
ST1544224	allen is the man!!

ST1520932	THE CIT Desktop Support team does a wonderful job.
ST1356357	This issue was addressed promptly and with excellent customer service. Thank you for the great service.
ST1345133	Great job, thanks
ST1590112	Consultant was prompt and very knowledgeable on requested procedure.
ST1412551	The technician and Helpdesk process worked very efficiently to resolve my request. Thanks!
ST1634770	Pam Davis is consistently excellent in her support of our group!
ST1682149	The request was handled in a timely manner. The representative was very professional and explained the process. Thanks.
ST1573972	It is a great pleasure work with Karen. She is really professional.
ST1730204	The technician who assisted me was very courteous and professional. Corrected my problem right away.
ST1663455	Pam Davis was wonderful. She performed the task quickly and efficiently so that my day was not interrupted. Just great!
ST1471157	nbr 4 has a typo in it - should be "you" not "your" s/NIH Grammar Police : -)
ST1633950	The high standard of service is continuous! I am grateful for the timely, courteous and accurate assistance I receive.
ST1573389	Pam RULES!
ST1559443	Scott is the best, I am so glad he is part of your group.
ST1556747	Pam does an excellent job. Please staff with more like her!
ST1426609	She was the best in doing her job. Hope you keep her around.
ST1681937	Every time I get the opportunity to work with Pam Davis, it's always an exceptional experience. And this was no less. Pam jumped in and resolved my problems in short order and did so with excellent customer service skills. She's a gem.



ST1712716	As always - Pam Davis' service was outstanding.Deserving of award, or whatever can be done to reward the outstanding services of a contractor.
ST1651925	Scott was, as usual, totally responsive and willing to this right away. I appreciate his service!
ST1655374	Josephina Vila did an excellent job. Thanks
ST1473939	Fabulous service from Thanh as usual.
ST1458744	Scott May was very helpful and patient in solving my problems. He has done a superb job in meeting my needs. Thanks!
ST1409481	Pam was very prompt with this request. Thank You.
ST1462217	He was efficient, polite, and helpfully let me know what was happening throughout. Superior performance.
ST1618176	This was excellent serve by a competent person who answered all questions and did a great job!!! Thanks, Dan Young
ST1711856	As a new member of the CIT team, I hope I can operate by the standards demonstrated. -Elliott Ware (DNST/Video)
ST1318510	Please keep up the great work!
ST1741502	EJ did a tremendous job on a very tight schedule. He exceeded all of my expectations! Fantastic job. Thanks!
ST1536051	Thanks to Jesse for resolving my Blackberry Issues. I attend allot of meetings and My blackberry is very important to me to keep on schedule for customer contacts. Thanks again Joe
ST1553307	Thank you very much!!!
ST1528528	EJ did an amazing amount of work in tracking down the cause of my problem. I really appreciate his efforts. In particular, I appreciate his complete explanation in the resolution field. Great work!
ST1464454	The technician was able to solve the problem in a creative way....and also much faster than I thought. Nice Work!
ST1331921	I was plesantly please with the quick response and turn around time to upgrade my PC and restore my desktop. Karen Botts should be commended for you efforts.
ST1668233	thanks

ST1726192	Once again, Pam you're terrific!
ST1733464	Paul Graves went above and beyond the call of duty to make sure my computer problems are solved
ST1663404	Thanks for the great job.
ST1667501	We are lucky to work with Karen. She is really an expert.
ST1561751	Yes, i am glad we have someone like Ms. Vila on our team she always take care of my issues thanks for her.
ST1686003	Dell sent the Tech out (4) time with the wrong disk for the PC.
ST1505927	Jesse did a very good job at understanding the problem and knew exactly what to do to fix it.
ST1477628	Unfortunately, I did not include my new room number to ease Ron's location of my office. But he was conscientious and finally located me and solved my problem very quickly and pleasantly. Good job!
ST1476950	Did a great job.
ST1755796	Karen Botts was extremely helpful and courteous - thank you!
ST1718433	The installation was quick and effective.
ST1685645	Thanks again for your expertise.
ST1381915	Pam Davis knew exactly what my problem was and he gave me excellent service. I need to call her directly from now on..... :-)
ST1632149	Receiving support from someone with such a pleasant attitude is a joy!
ST1535097	Quick Turn around even on a non-dell PC. Great work!
ST1677529	Pam Davis is exceptional!
ST1589599	Karen Botts worked cheerfully & tirelessly, trying different solutions until she found the cause of the printer failure; she is in the process of obtaining a new part to resolve the problem. Thanks!
ST1550131	Outstanding job...

ST1506087	Scott May was very helpful in getting my Pc cleaned up.
ST1439913	The technician was a great help in getting the paper jam cleared.
ST1618157	Thank you Pam for your continued OUTSTANDING support to Operator Services!!! Keep Up the Great Work!
ST1529441	At first I couldn't send Email, then, the email was disapearing, then another problem came up where the tech (Scott May) had to completely remap my email and he did a great job. then another error happened . . . as he mentioned this PC is due [NEEDS] to b
ST1369942	no
ST1704603	The support person Michael Klein was very courteous and kept me posted on the progress made on this ticket. Thanks for his help to resolve the issue.
ST1645530	As of Saturday night, I have switched home PCs and no longer use Parachute over the phone line. So, please close out that account. My new PC uses cable and VPN, and that is the only PC I use except for my Fernwood office PC.
ST1537826	She did and outstanding job, thanks for having her in our work place.
ST1494626	The technician was very knowledgable and thorough.
ST1341028	Thank you for all your assistance.
ST1665634	Pam was very helpful, as always. I'm a little surprised that the Blackberry software wasn't installed initially as a part of rebuilding my computer.
ST1329563	Karen's help is always exellent
ST1611044	Excellent!
ST1545132	Thank You very much.....R.M.W.
ST1348289	Pam is always quick to solve my issues. She is Great!!!!
ST1348397	Karen Botts is a very wonderful tech!
ST1641278	Keep up the EXCELLENT work!!

ST1560019	Very quick service. Thanks.
ST1538509	Thanks a lot to Ron
ST1521493	Scott May and Pam Davis provided wonderful customer service.
ST1389334	Ron is great!
ST1752928	Pam does a great job...friendly, courteous and knowledgeable.
ST1614634	Karen is outstanding professional.
ST1558567	Jossy was great. I had almost no down-time from a crashed hard drive and was able to recover all my needed data.
ST1585544	Scott May was extremely responsive to my last minute request. I realized that I would need this PC to work over the weekend and he completed the job so that I could. I appreciate his willingness to do this! Very nice, Very courteous, and Very responsiv
ST1321657	we are lucky to work with Karen Botts, real professional and always appreciate her great help
ST1491465	everything has been great so far, extremely efficient people~!
ST1324805	Pam did a fine job. :-)
ST1602551	Pam is a Goddess on 2 feet!
ST1461049	Excellent service as always from Than.
ST1340635	Great Job Pam ...thanks again!
ST1709021	Josey did a great job!
ST1476900	Excellent response and very professional
ST1651788	Scott May is an outstanding IT resource for the CIT. We are very fortunate to have him on our staff.

ST1518386	He knew what to do and accomplished it immediately without interrupting my busy work schedule. He's much appreciated here.
ST1675516	Excellent and fast service, as usual.
ST1529135	Excellent Customer support. Great turn-around on rebuild replacement PC. Great job overall.
ST1327982	Only one additional comment- Karen is a real professional.
ST1372103	This was a highly critical problem - i start 7x24 today and this is my primary device to connect after hours. Pam did an excellent job of getting it back into production. Thanks
ST1541954	no additional comments
ST1444127	Great Customer Service
ST1377999	I appreciated the speed at which a Rep was at my desk & resolved the issue.
ST1357535	Thanh Nguyen is always excellent in response time and knowledge.
ST1586623	Scott is very courteous and professional Julio
ST1610878	Great desktop support...
ST1564913	I submitted my request by email. It would be nice to get a response giving me some idea of when the issue was going to be addressed. I assume there is a 24 hour turn around time...but I've never been sure if I could depend on that. I submitted my request
ST1625095	Pam promptly came around and showed me how to save my document as a .mht instead of .html and I was able to open the document just as if it were an html document. Thanks Pam, you're the greatest!
ST1647635	Great job done once again!
ST1394691	Etienne conducted himself in a professional manner. He persisted until he found the culprit which caused the problem. I am glad to know that there is someone of his caliber on staff to solve our problems. Thank you
ST1521936	Response time and customer service excellent.
ST1636473	Pam is always fantastic! She's quickly responsive, explains what's going on, and really works with me to come up with the right solution to a problem. This doesn't just refer to the current ticket but is rather a general comment. Thanks!

ST1486025	The tech was so informed and very helpful.
ST1425397	Pam Davis is consistently friendly, efficient, and effective.
ST1667791	The other desktop support people need to learn how to do quotes also.
ST1594888	Our Desktop Support Team is the greatest! Especially Pam Davis - she always goes out of her way to support you.
ST1372432	Pam is the greatest!!!!
ST1585128	I would like to commend Ms. Davis service. She is always prompt, courteous and resolution is ALWAYS correct on the first resolution visit!
ST1727301	As always, excellents Customer Service from Pam Davis!
ST1697112	Karen Botts was very helpful as always in working through the issue, and helped in explaining the ePolicy Monitoring Agent as well as working me through all the neccesary windows updates I needed.
ST1329891	We are lucky to work with Karen Botts and get her great help.
ST1323745	Thank you very much William Kao
ST1627307	Response was quick and results were on the money!
ST1627660	Scott is ALWAYS very courtious, and makes sure the job is completed and conpleted correctly. Lets keep this one!!!
ST1515810	I received excellent service, I didn't have my USB cord, however, once I got the consultant came back promptly and hooked it up. Thanks for such excellent service.
ST1444230	Josephine Vila was extremely patient in trying to assist me in diagnosing the problem over the phone. Once I brought the CPU into the office, she quickly resolved the problem and happily back in service. Excellent customer service!
ST1470980	I appreciated Scott's assistance with this. It split the time it would have taken me to do it myself.
ST1711684	Extremely fast response time, thanks so much!
ST1665512	Pam Davis continues to provide outstanding support to our group. Many thanks.

ST1673603	Pam was excellent. She made it a point to keep me in the loop as to what the status of the service ticket was in between dealing with her other numerous customers on a busy Monday morning. This helped me manage my time during my downtime a great deal.
ST1359629	Thanh Nguyen is always very courteous and very timely and solving my technical problems.
ST1707843	Karen is a real professional
ST1516624	It is a great pleasure to work with Karen.
ST1381821	Thanks so much for your help. It was greatly appreciated!
ST1667890	Pam Davis is always extremely helpful and resolves any issues quickly.
ST1641204	DCS Desktop Team does excellent work! They rule!!
ST1550138	Jessie Jackson always performs computer/network services in an outstanding fashion. I commend Jessie for his customer service which he out performs any computer tech in my lifetime!!! Keep up the "Great Job"....Jessie!!! V/R R
ST1330570	I am always satisfied by work of Karen.
ST1426443	Pam is great!
ST1716221	EJ did a great job getting my PC set up. Thanks.
ST1689495	Great Job!!! Thanks
ST1644979	Pam was available to help with this problem as soon as I was in the next morning, and worked professionally and efficiently to resolve the problem. Thank you!
ST1736839	It is a great pleasure work with Karen.
ST1626913	Pam Davis is very good at providing excellent and timely service!
ST1502557	I truly appreciate the fact that Karen was able to come and perform this task at a moment's notice. We tried to get the phone company to let us know when the phone would be moved so we could coordinate the two. But, needless to say, they did not coopera

